



# Manor Royal Know Your Neighbour 2016

Welcome

#KnowYourNeighbour





# Manor Royal BID Survey

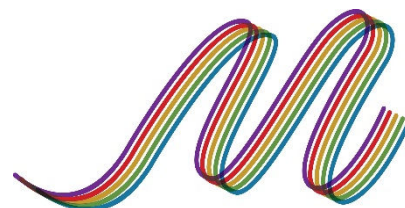
“And you said...”

*introduced by*

Trevor Williams,

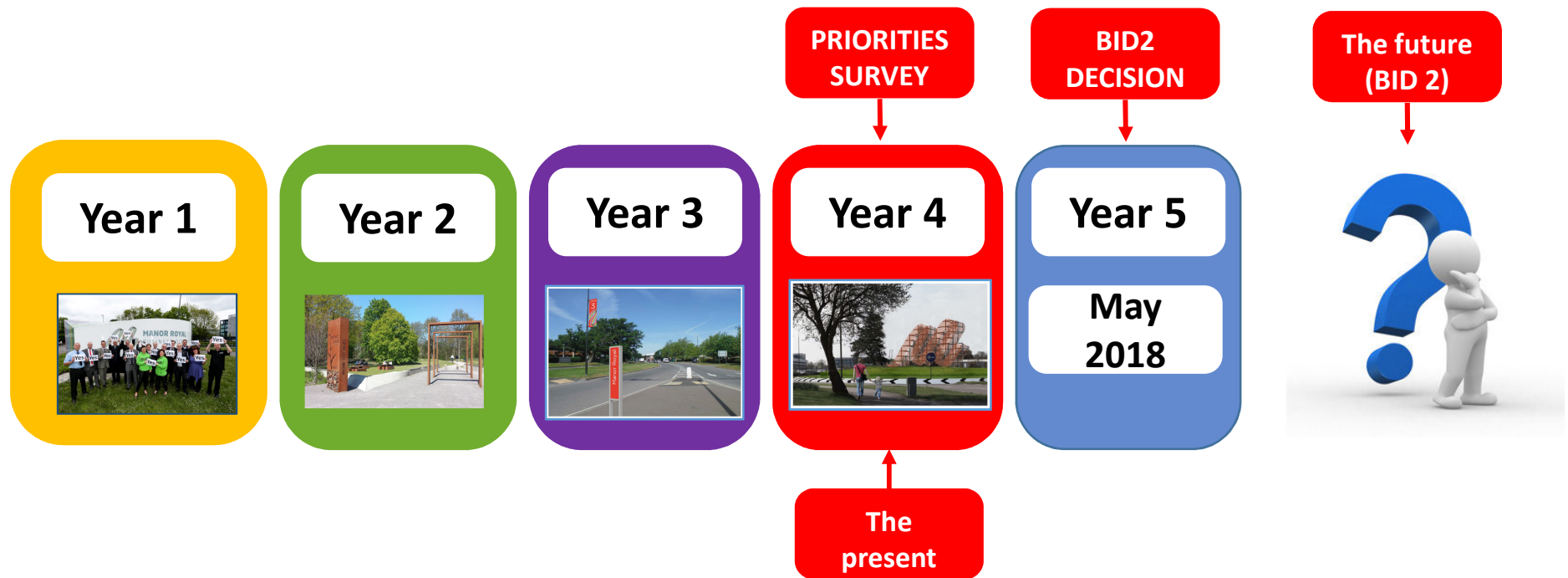
Manor Royal BID, Chair & Thales UK

#KnowYourNeighbour



**MANOR ROYAL**  
BUSINESS DISTRICT  
CRAWLEY & GATWICK

# Manor Royal BID



Created June 2013 - Three years old

# Making a difference

## Vision

*"Improve the trading and working environment"*

## Objectives

1. *Increase trade & reduce cost*
2. *Raise the profile & reputation*
3. *Improve the infrastructure*

## Influence

*Provide a strong representative voice for Manor Royal*



In ways that matter to you – so *what does matter?*





Broadband



Training

Events



Lobbying & Influence



Partnership



Infrastructure & Roads

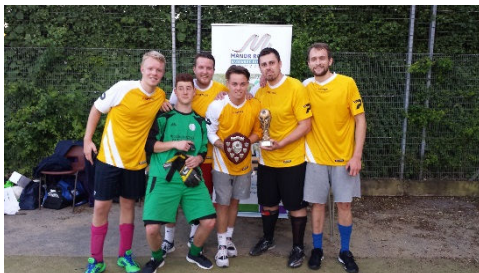
Awards & recognition



Savings & benefits



Additional Investment



Profile & publicity

519 BID Levy  
payers

Businesses  
retained

23 broadband  
cabinets  
upgraded

Crime down  
13%

£1.17m  
generated by BID  
Levy

Available sites:  
90a to zero

Improved  
infrastructure

300+ hours of  
volunteering  
supported

£955, 565(\*)  
in direct other  
investment

Vacancy rates  
drop to 8%

Circa 800  
delegates attend  
BID events p.a.

£8,000 training  
costs saved in  
3 months

£560,000 other  
attracted by BID

6,000 easit  
transport  
members

Transport  
savings circa  
£390k p.a.

48%  
improvement  
in satisfaction

£2.7m additional  
investment in  
3 years

Additional  
Investment

30 km of  
additional  
roads gritted

Economic  
growth

# ONE Manor Royal

## *Plans for year 4*

### #ONE...finish what we started

- Gateway 3 improvement
- Security camera rollout
- Wayfinding & signage

### #TWO...keep on doing

- Partners programme
- Events programme
- Group training / People's Forum
- Regular communication
- Lobbying & representing
- Working with public agencies

### #THREE...begin / introduce

- Gateway 1 improvement
- Manor Royal corner pocket park
- Green Lane subway upgrade
- Travel & Transport Study
- "Green" & "Grey" Audit
- Area-wide business survey

Think about Renewal / BID 2



Security cameras



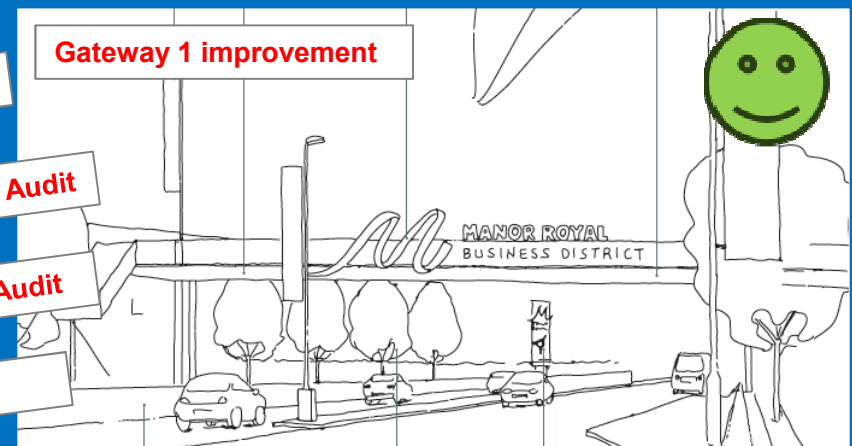
Gateway 3 improvement



Wayfinding & signage



Subway improvement (small)



Gateway 1 improvement

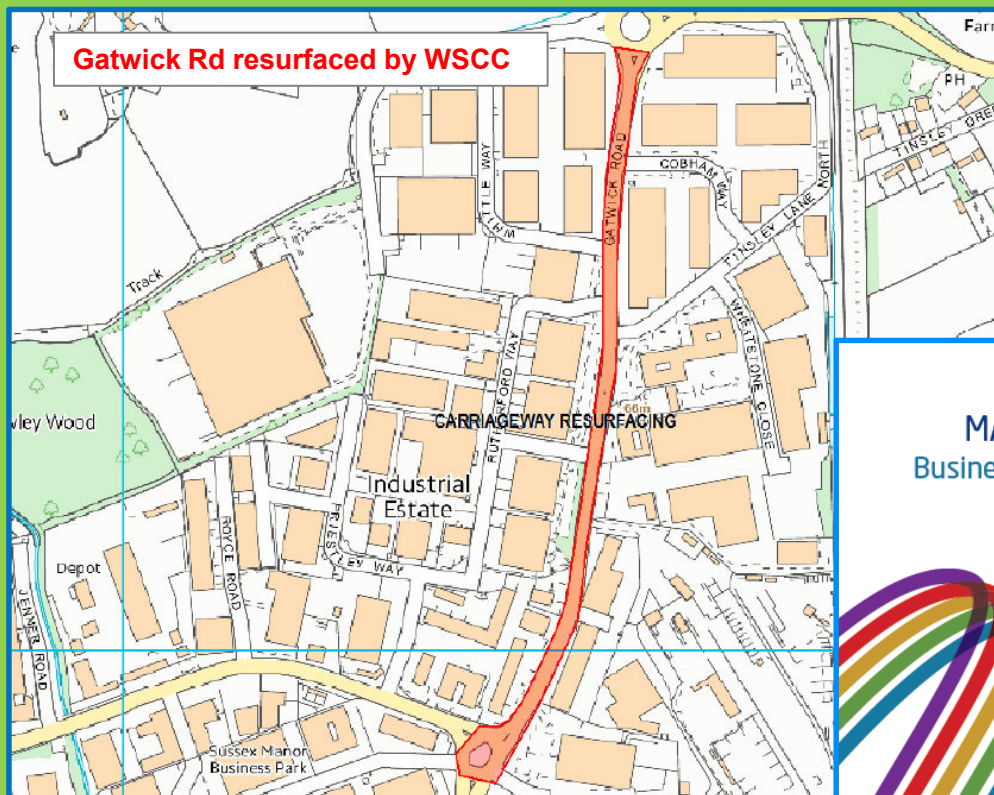
Travel & Transport Study

"Grey" (hard) infrastructure Audit

"Green" (soft) infrastructure Audit

Pocket Park



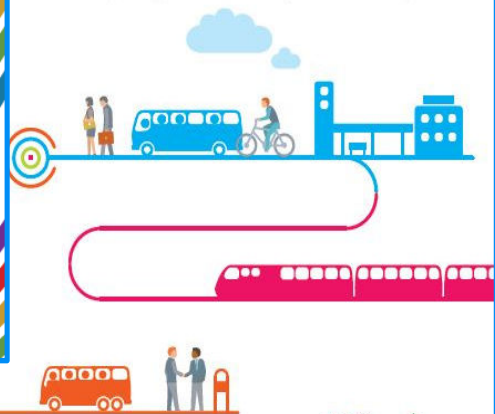


**What else....?**

**MANOR ROYAL BID**  
Business Improvement District

**Welcome & Information Pack**

Travel planning  
for your business  
Keeping Manor Royal moving



**Travel Planning guide with CBC**



**Sustainable Business Park  
Project with WSCC & CBC**



BUT...What have you been saying?



Interim BID Survey results based on 104 responses

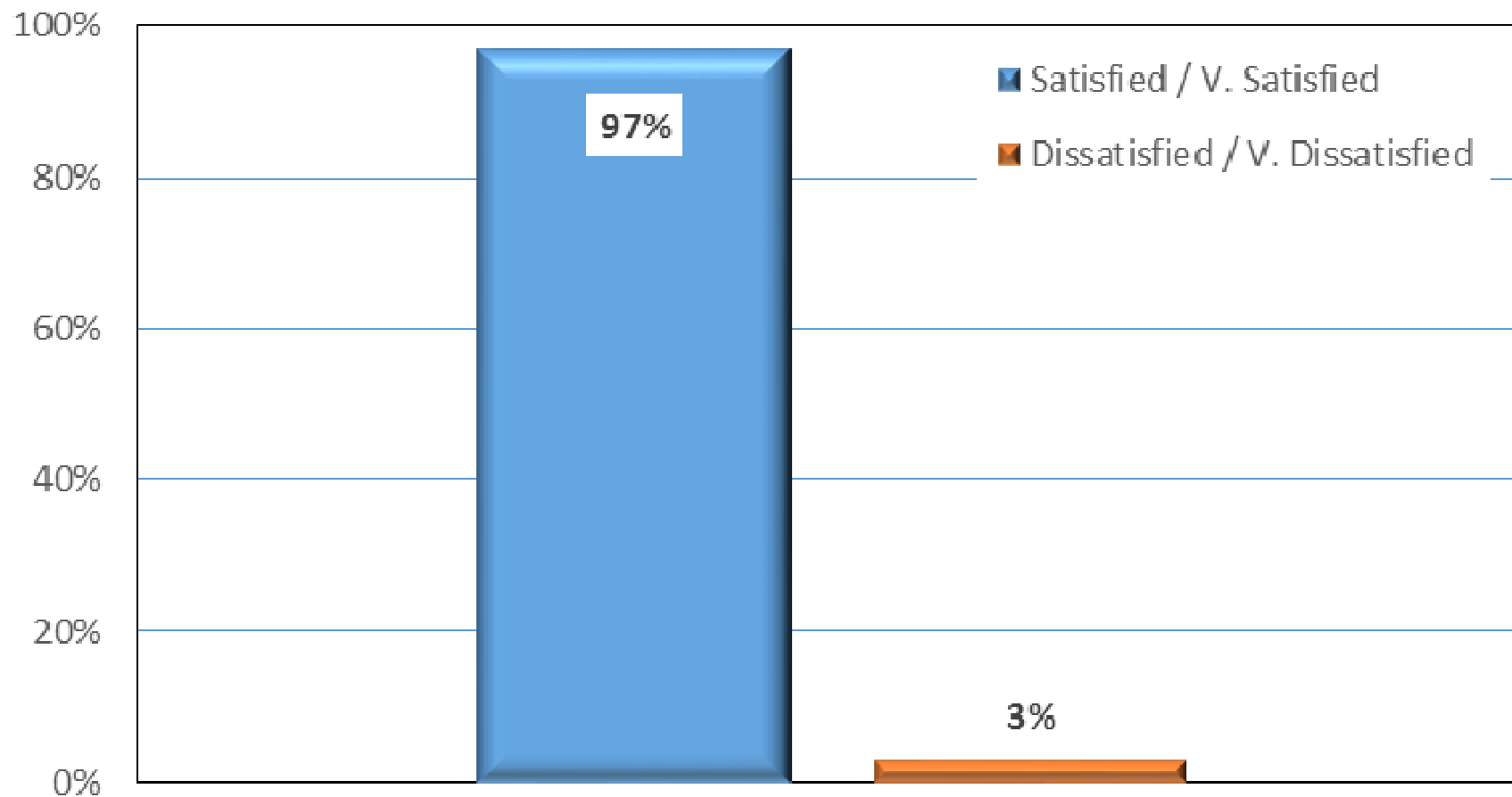
**Survey deadline 31<sup>st</sup> May**

# A BIG thanks to those that have said something

DOOSAN Intermedia Brand Marketing Grant Thornton Thales Barnardos Gamesman  
Topps Tiles DS Autowerks Sayers Publishing Kelvin Precision Products Retrotouch UK  
Document Options Pinnacle Furniture Elekta Niton Group Complete Interior Design  
Welland Medical NatWest Bank HSBC Bank Premier Inn Remmers UK ALPHA  
University of Brighton INTERCLEANSE Flawless Lashes Rotronic Instruments Skychef  
Mansell Recruitment kier construction ARUN Technology DELTA AIRLINES Rainbo Supplies  
BEW Electrical CGG Services (UK) PSI Air Compressors & Blowers Day Aggregates FTD  
Brook & Churches Bros Ltd Rentokil Initial P&H Motorcycles SSD Safety TPC Ltd Peter Perks  
SELECT APPOINTMENTS Treetop Intergrated security manufacturing PAPERGRAPHICS  
Ultra Ice (UK) EEZEHAUL Gatwick Diamond Business GB Fleetcare Redcare Logistics  
Ballpoint Office Supplies Inspired Communications Amey Plc Go Vauxhall FASTSIGNS  
ANA AVIATION Split Image pelican cargo Edmundson Electrical metrobus Cruiseway  
P&H Motorcycles Virgin Atlantic LOK'N STORE Harwoods Menzies TRANSVALAIR  
Mastercool M.A. Flooring B and CE allaero Chep Aerospace Varian Medical Systems

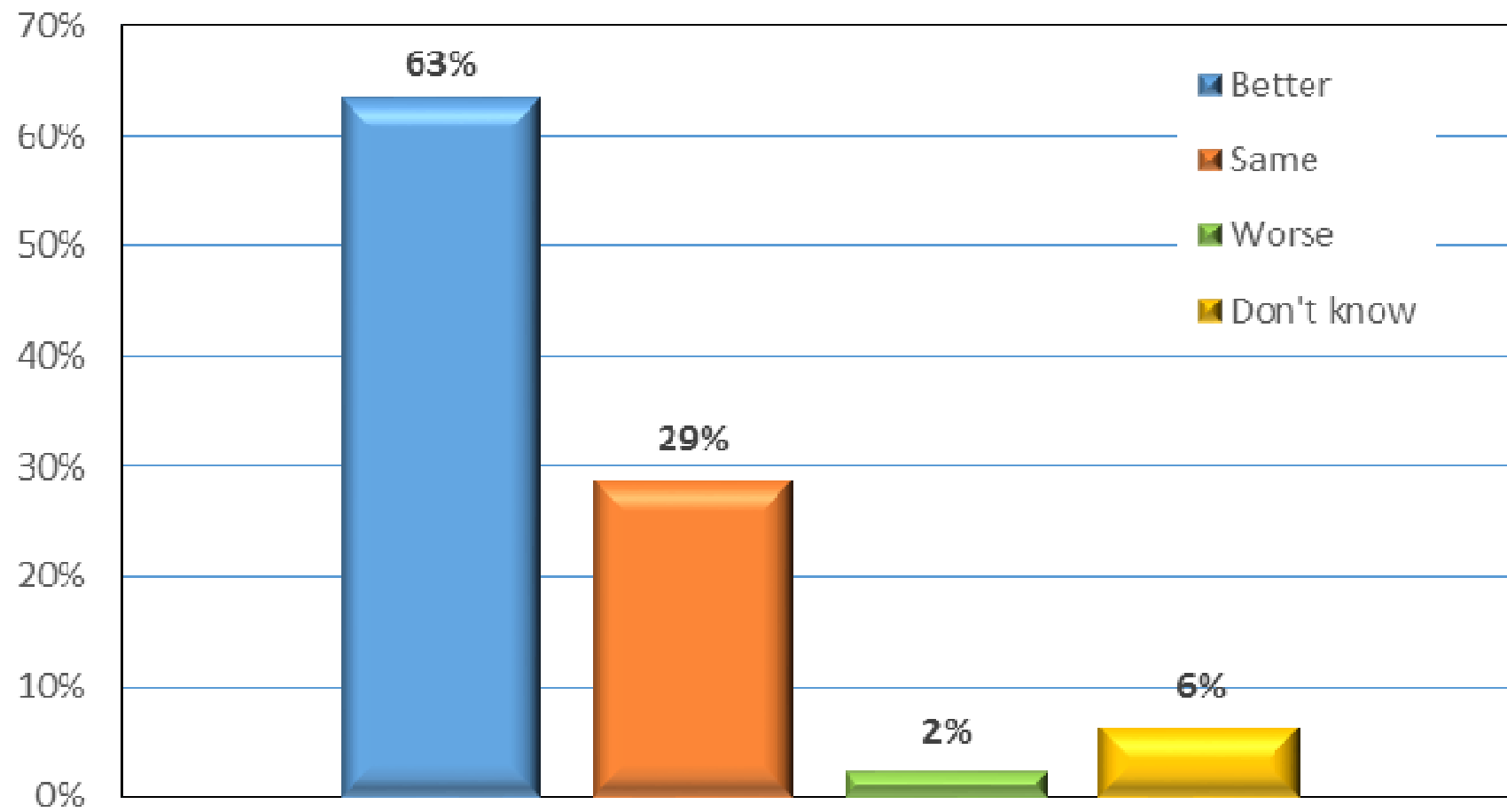
## How satisfied you are

### How satisfied are you with Manor Royal?



## How you think it has changed

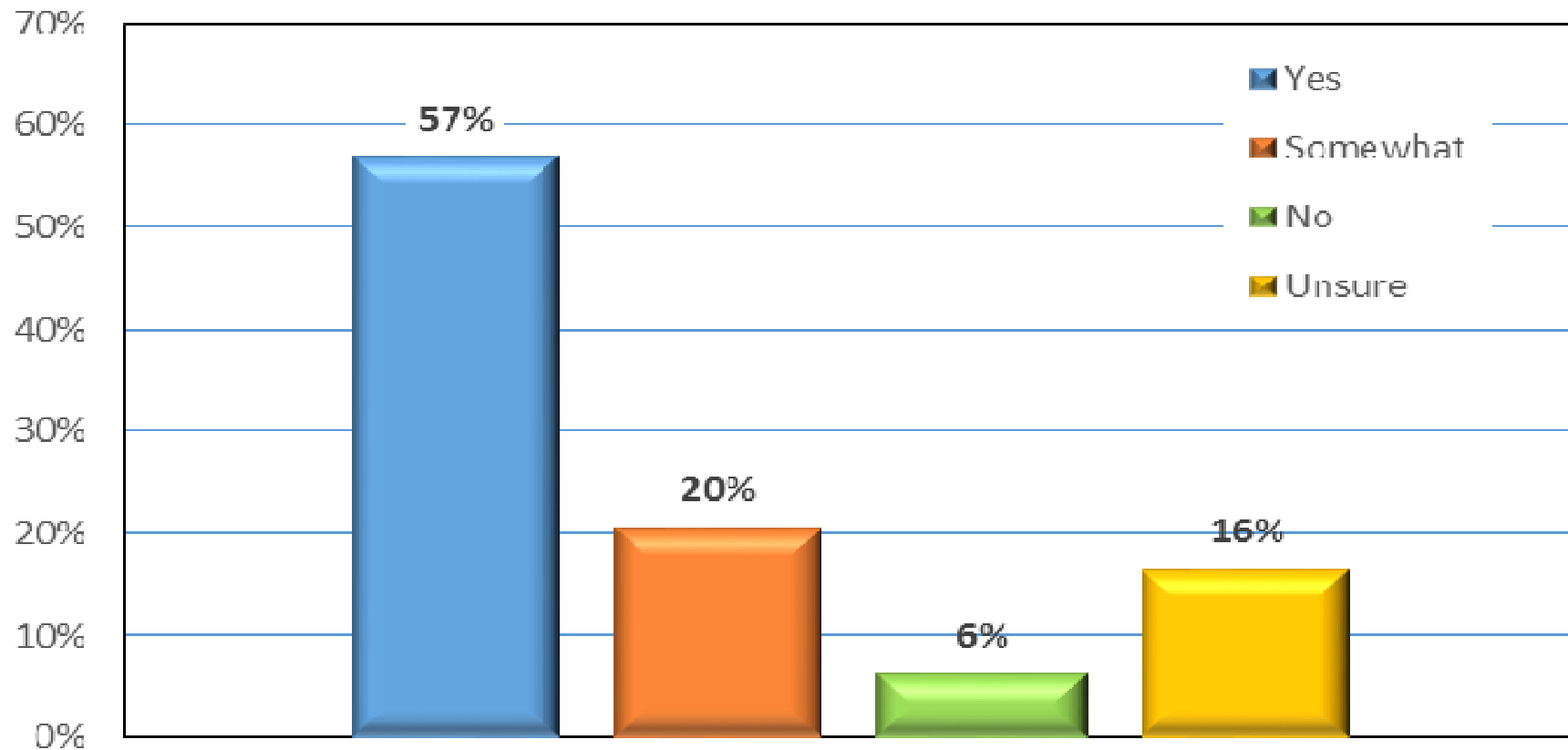
How has Manor Royal changed over past year?





# How you think the BID has helped

Do you think the BID has helped?

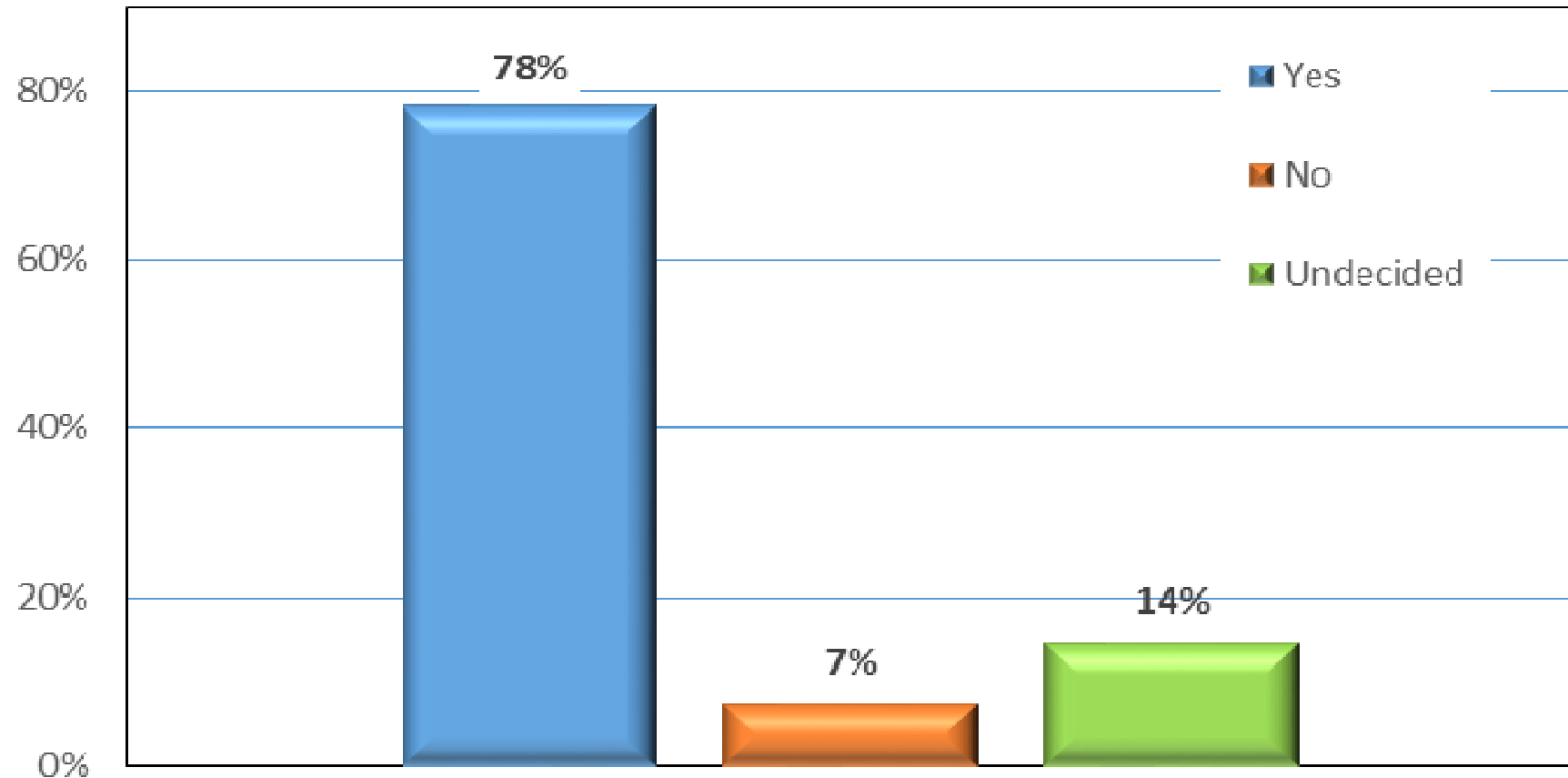


78.5% say BID activities are either “definitely” or “partly” relevant

12.9% say BID activities are “not” relevant. 8.6% “aren’t sure”

## Your support for the BID

Are you supportive of the BID?



Most also feel well-informed although 30% say this could be better

## You think it is important for the BID to...

**Promote MR  
businesses  
(67%)**

**Keep business  
informed  
(71%)**

**Provide a  
representative  
voice  
(73%)**

**Attract more  
businesses  
(60%)**

**Sense of  
community  
(60%)**

**Improve  
appearance  
(57%)**

**Reduce  
costs  
(57%)**

**Promote  
trade  
(53%)**

**MR events  
(50%)**

**Improve  
facilities  
(45%)**

*Q15 Rating current BID activities*

## Your most popular BID initiatives

1. Business watch (46%)
2. Subsidised transport / easit (38%)
3. Additional winter maintenance (36%)
4. Bespoke training (33%)
5. Procurement hub (33%)

Q17: Importance of initiatives. Rated as “Very important”

Q16: KYN, Showcase, Manor Royal Matters = most popular events



## The importance you attach to BID projects

1. Even faster broadband (47%)
2. Entrance improvements (43%)
3. Improved business directory (37%)
4. Additional maintenance (33%)
5. More networking (31%)
6. On-site renewable energy (29%)
7. WiFi in public places (29%)

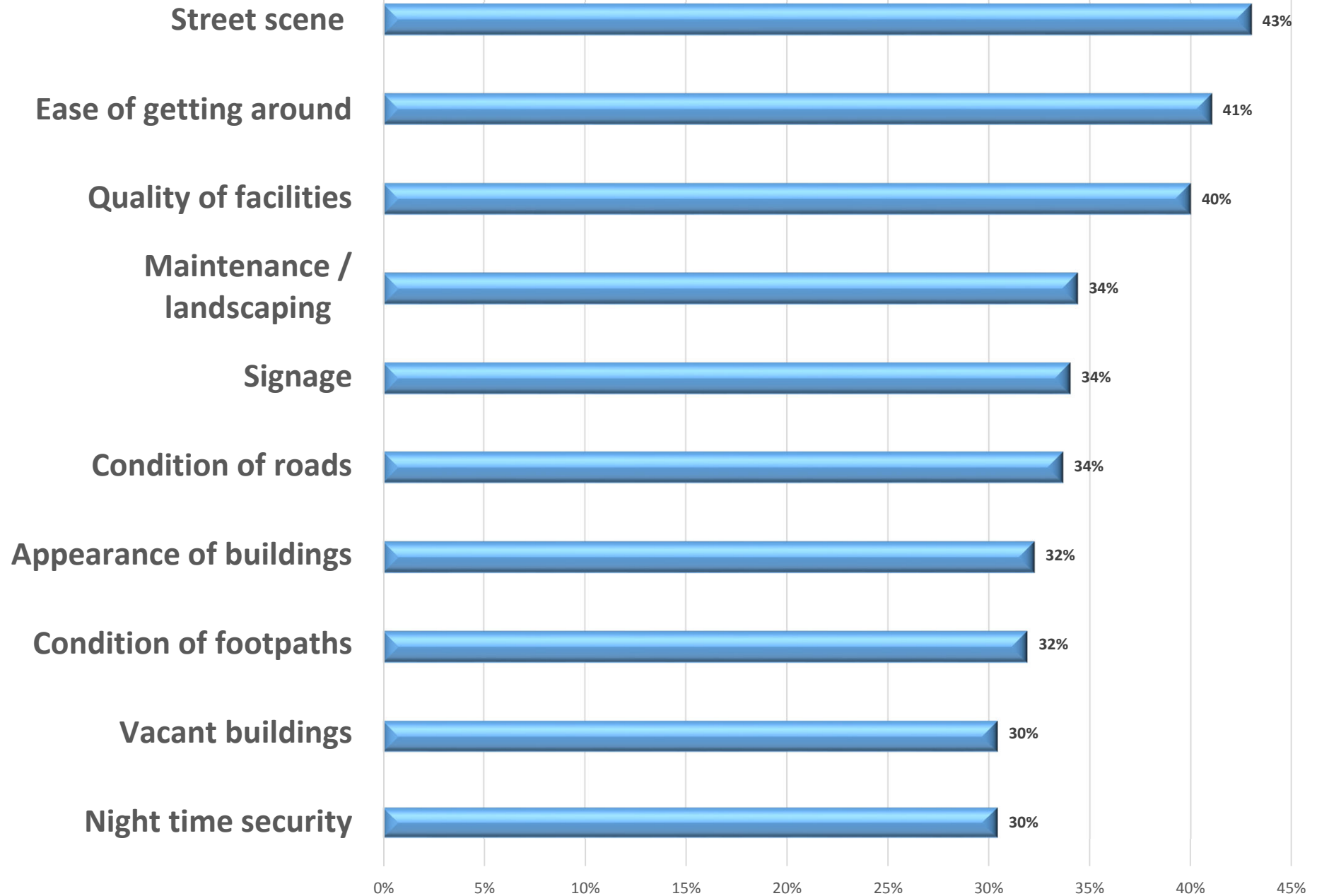
Q19 Rating possible new projects. Rated as “Very important”

## BID Projects not rated as important

1. Christmas lights (38%)
2. Intervention on site hoardings (32%)
3. Loyalty card (27%)
4. Dedicated warden / security (25%)
5. WiFi in public places (24%)
6. More networking (20%)

Q19 Rating possible new projects. Rated as not very important

## Top 10 Issues rated as important & requiring action



## Your priority issues for Manor Royal

1. Condition of roads (41%)
2. Ease of getting around (24%)
3. Condition of footpaths (23%)
4. Quality of facilities (18%)
5. Quality of street scene (15%)
6. Tidiness litter (15%)

Q14 Important MR issues. Those issues highlighted as a priority



# Initial thoughts in summary

## **How you feel**

- You're feeling satisfied
- You think Manor Royal has got better... and that the BID has helped
- You're pretty supportive of the BID
- You like the BID events and *most* of the services

## **What you want**

- To be promoted, Informed and represented
- More businesses, better sense of community, reduce costs and promote trade
- Better roads, improved appearance and maintenance, action on transport

## **We need to look more closely at**

- How to introduce better facilities
- Why, where and for who broadband is still an issue
- Aspects of night time security
- Better business directory

Plus carry on with what we are doing

Do you agree?

How should the BID respond?

Are your concerns represented?

Has your business had a say?



Link to online survey

<https://www.surveymonkey.co.uk/r/ManorRoyalMTR>

Interim BID Survey results based on 104 responses

**Survey deadline 31<sup>st</sup> May**